

# **WORK ORDER PROCEDURE ROAD MAP**

## **Contract No. 1182-0/13, Termite Control Services**

Note: For the purpose of these work orders, the Project Manager is the issuer of the work order which may be an authorized department representative or the County's Pest Control Manager.

### **Work Order Form Sections**

**The following instructions explain the information to be entered in each Section of the Work Order.**

#### **Section 1, County Work Order Request (Completed by the County)**

1. Work Order No.: For the purposes of identification and payment, the work order must be give a unique number, starting with the department's two character ADPICS code. (i.e. PD01)
2. Due Date: A due date for responses from the vendor(s) must be identified.
3. User Department: The user department must be identified. The department's division, unit or team issuing the work order should also be identified.
4. Project Manager, Phone No., Email Address, and Fax No.: The Project Manager's first and last name, phone number, email address and fax number must be identified on the work order.
5. Site Info: The site of the work must be identified with the building's official name or number, if such exists, and the physical address. If multiple buildings will be serviced under the work order, list the primary or beginning facility in this area and provide the information of the other site(s) in the scope of work section.
6. Treatment Service Requested: One of the following treatment services must be specified:
  - a. General fumigation for drywood termite control in large buildings, greater than 600,000 cubic feet.
  - b. General fumigation for drywood termite control in small buildings, less than 600,000 cubic feet.
  - c. Spot treatment for drywood termite control.
  - d. Spot treatment for subterranean termite control.
  - e. Total treatment for subterranean termite control.
7. Scope of Work: The following information must be Identify in this area.
  - a. The department contact for vendors to schedule an inspection or the department may provide a pre-established inspection schedule.
  - b. The specifications, description, and/or plans covering the work for the spot market purchase.
  - c. If applicable, any predetermined commencement date or allotted time.
  - d. Specify the warranty conditions and estimated number of renewals, unless otherwise stated in the Contract.

#### **Section 2, Vendor Work Order Response (Completed by the Vendor)**

1. Vendor Name and FEIN: Responding vendor's company name and federal identification number as registered with the County must be identified.
2. Vendor Rep, Signature, Phone No., Email Address, and Fax No.: The vendor must provide the first and last name, signature, phone number, email address and fax number of its representative authorized to enter into an agreement with the County. The vendor rep shall be the vendor's point of contact for the work order services. Additional points of contact may be provided in the Work Plan section.
3. Proposed Price: The vendor shall response to the work order with a proposed price for the requested services. If a solicited vendor chooses not to respond to the work order, it may indicate "No Bid."
4. Work Plan: A precise description of the work plan for the Work Order. If a solicited vendor chooses not to respond to the work order, it shall state the reason why.

#### **Section 3, Work Order Award (Completed by the County)**

PO No.: The authorized County representative will place a purchase order on the work order response of the vendor that is accepted to confirm the award.

### Work Order Guidelines

#### The following instructions are guideline of the Work Order process.

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When a department has identified a need to access this contract, the department has the following options:

1. The authorized department representative can conduct the spot market purchase by issuing a work order.
2. The department may contact the County's Pest Control Manager to conduct the spot market purchase.

#### If Department Issued Work Order

1. The authorized department representative must complete a work order per the instructions above.
2. The department representative will issue the completed work order via email and/or fax to the vendor(s) pre-qualified for the treatment service requested. The Pest Control Manager must also be copied.
3. The department must retain a copy of the sent email and/or fax receipt confirming work order issuance for the treatment file.

#### If Pest Control Manager Issued Work Order

1. The department contacts the Pest Control Manager and goes through a needs assessment. This may include the Pest Control Manager conducting a site inspection.
2. The Pest Control Manager completes a work order per the instructions above and issues the work order via email and/or fax to the vendor(s) pre-qualified for the treatment service requested. The user department representative(s) will also be copied.

#### Vendor Receipt and Response

1. The vendor(s) receives the work order and may conduct its own inspection by contacting the point of contact for the work order or conduct an inspection on the scheduled date stipulated in the work order.
2. Vendors must submit the work order form with Section 2 completed by the specified time and date indicated on the form to the Project Manager.
3. The vendor must submit its response via fax or email to the Project Manager identified on this document, unless otherwise specified. Faxed or emailed submittals are handled as seal bids to public up to the due date.
4. Requests for additional information or clarification must be made in writing to the Project Manager identified on the work order. The County may issue additional information by written addenda prior to the scheduled opening date. It is the vendor's responsibility to assure receipt of all addenda.
5. All inspection findings shall be included in the vendor's work plan.
6. The vendor shall send the response to the work order with pricing information or reason for not participating to the Project Manager.

#### The Department Receives Vendor Response

1. Proposed prices received after the time and date specified, and after any other responses have been opened may not be accepted. In such cases, the DPM Contract Agent must be consulted prior to proceeding.
2. For multiple vendor responses, the lowest priced vendor will be awarded the work order.
3. If a single response is received, the County may negotiate the price with the vendor.
4. If the prices are negotiated down the vendor representative must draw a line through its original proposed price, initial the area, and submit the proposal at the negotiated price.
5. The proposal accepted by the department will be confirmed by placing a purchase order number on the awarded vendor's work order.

6. The awarded work order, including any vendor attachments to its work plan, will be forwarded via email and/or fax to the Pest Control Manager.

#### The Pest Control Manager Receives Vendor Response

1. Proposed prices received after the time and date specified, and after any other responses have been opened may not be accepted. In such cases, the DPM Contract Agent must be consulted prior to proceeding.
2. For multiple vendor responses, the lowest priced vendor will be awarded the work order.
3. If a single response is received, the County may negotiate the price with the vendor.
4. If the prices are negotiated down the vendor representative must draw a line through its original proposed price, initial the area, and submit the proposal at the negotiated price.
5. The accepted proposal, including any vendor attachment to its work plan, will be forwarded to the department to create a purchase order.
6. When the purchase order is created, the department will forward it to the Pest Control Manager.
7. The Pest Control Manager will place the purchase order number on the awarded vendor's work order.

#### Closeout Procedure

1. The awarded vendor's work order with the purchase number will be forwarded to the awarded vendor via fax and/or email.
2. The awarded vendor shall be authorized to commence services upon receipt of the purchase order.
3. An email notice of work order award may be sent to the remaining vendors solicited for the specific work order.

NOTE: THIS ROAD MAP DOES NOT PREVAIL OVER OR MODIFY THE TERMS AND CONDITIONS OF THE CONTRACT OR ANY COUNTY PROCUREMENT POLICY.